

# UTA Board of Trustees Meeting

January 26, 2022



# Call to Order and Opening Remarks



# Safety First Minute



# Public Comment

Live comments are limited to 3 minutes per commenter

Public comment was solicited prior to the meeting through alternate means, including email, telephone, and the UTA website

Any comments received through alternate means were distributed to the board for review in advance of the meeting



# Consent Agenda

- a. Approval of January 12, 2022 Board Meeting Minutes



# **Recommended Action (by acclamation)**

Motion to approve consent agenda



# Reports



# **Government Relations and Legislative Update**





# Agency Report

- Ridership report

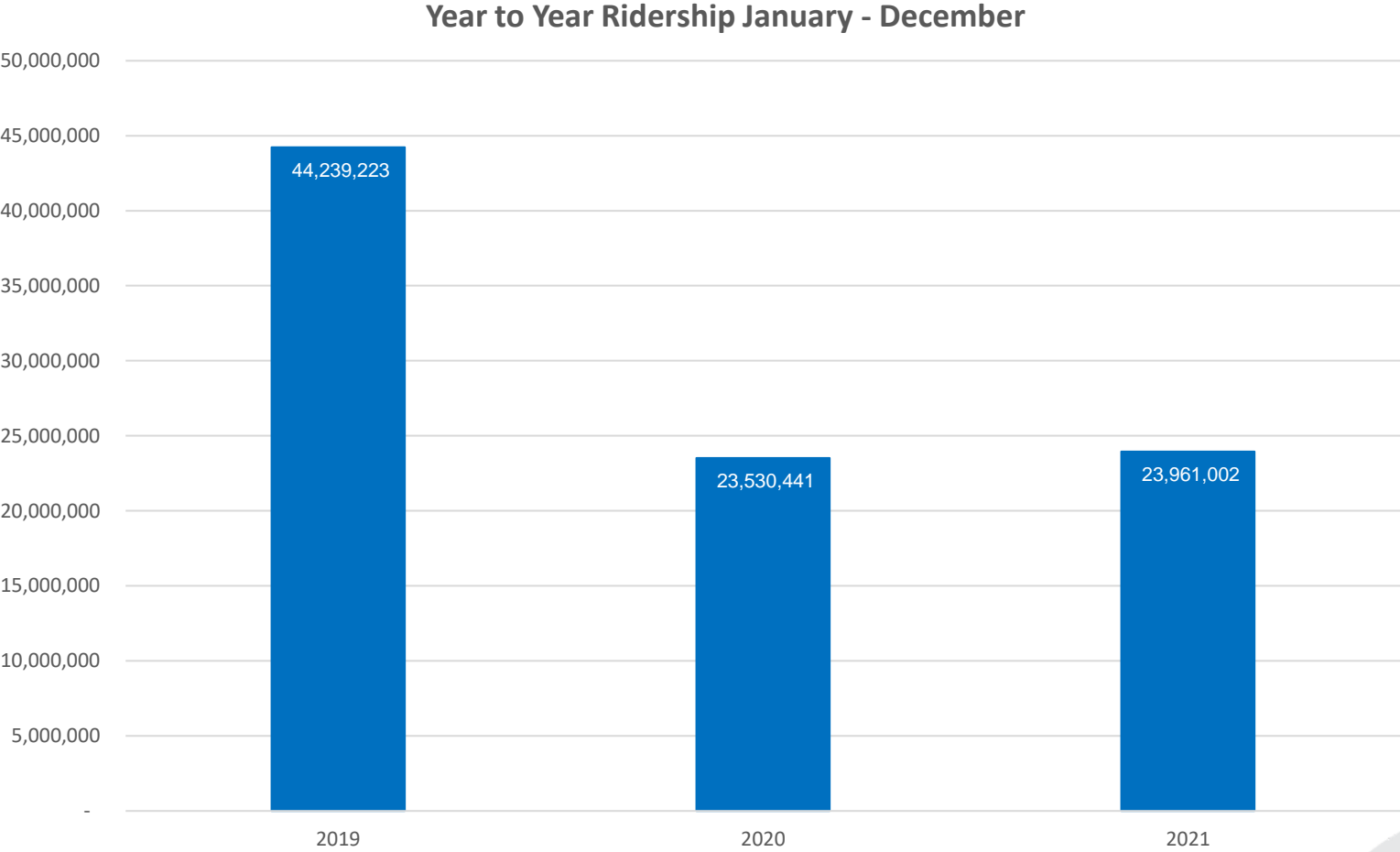


# Ridership Report

January-December 2021

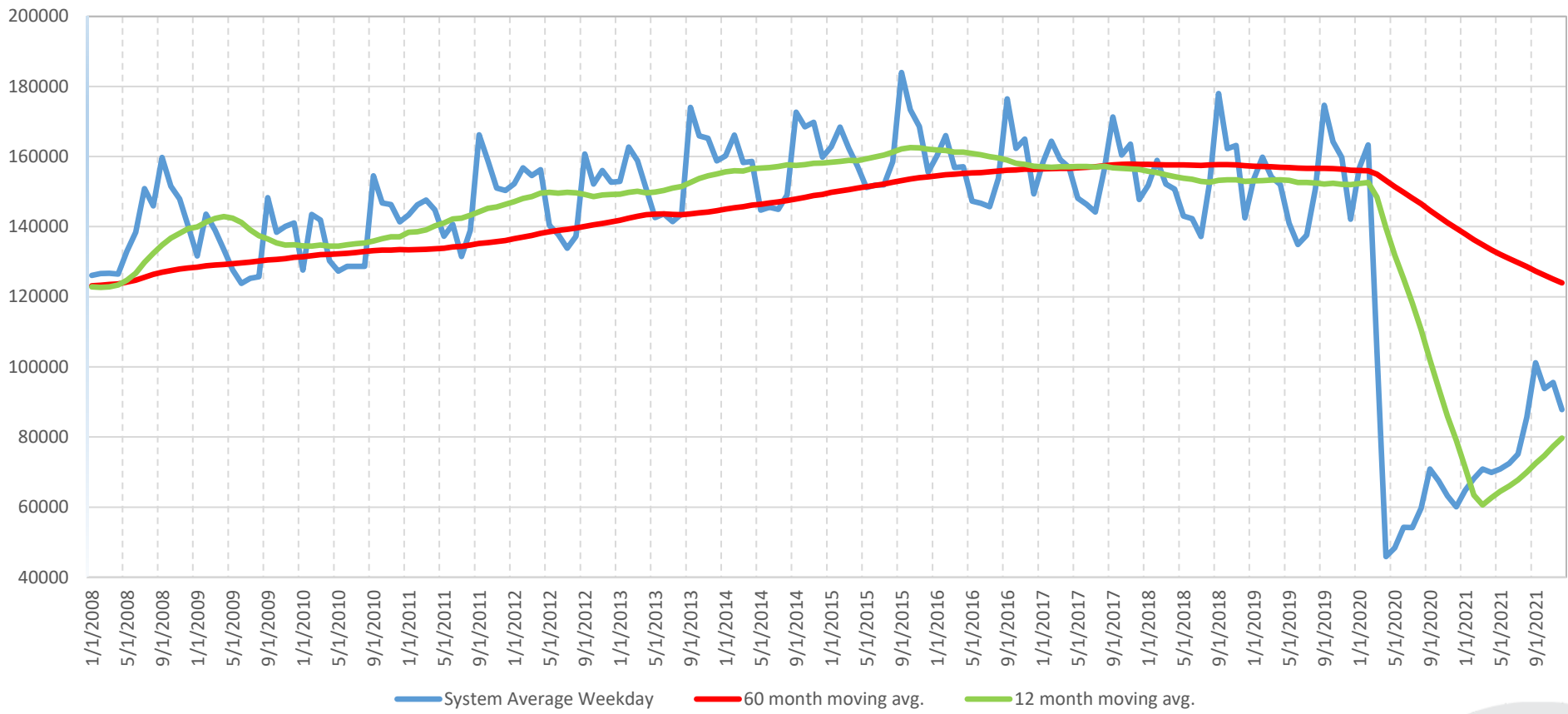


# Ridership Report



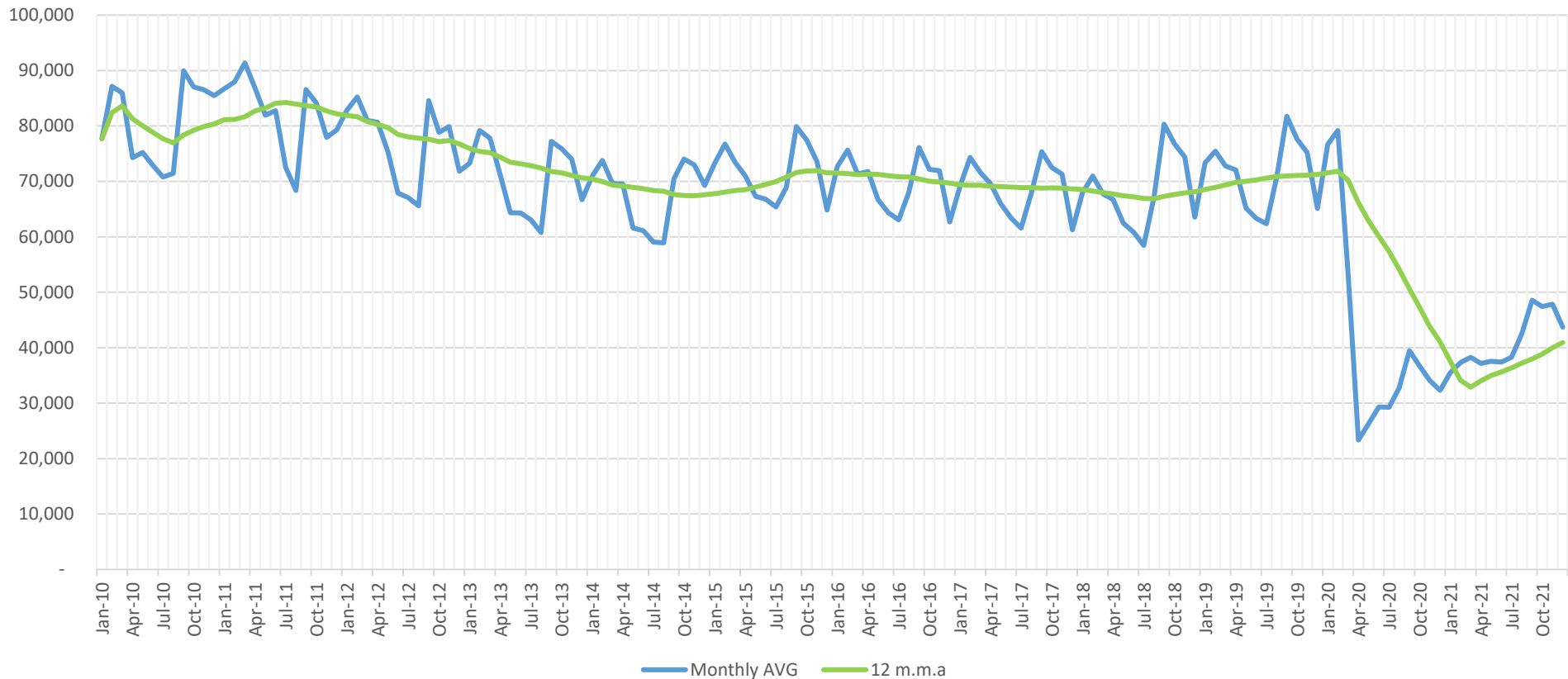
# Ridership Report

Average Weekday Ridership from February 2008 to present



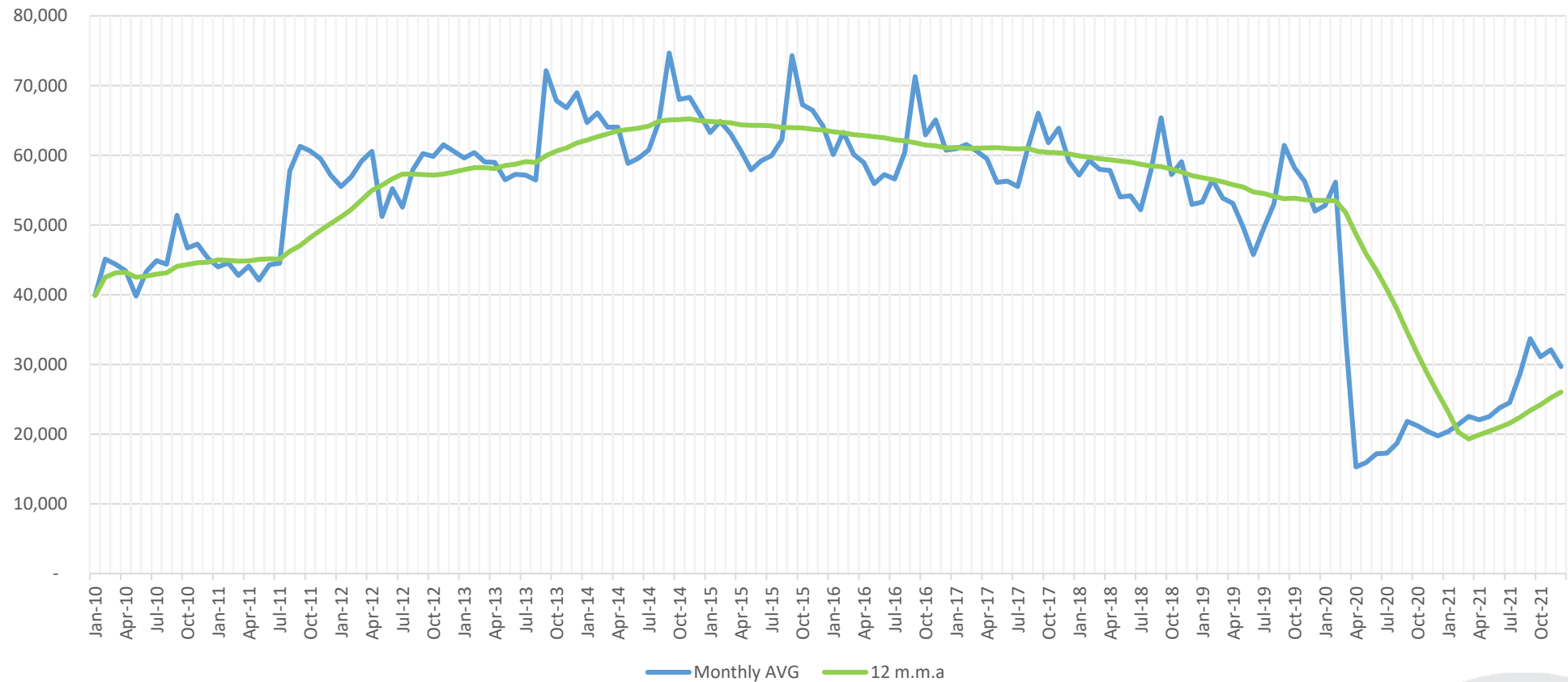
# Ridership Report

Fixed Route Bus Average Weekday Ridership from 2010 to 2021



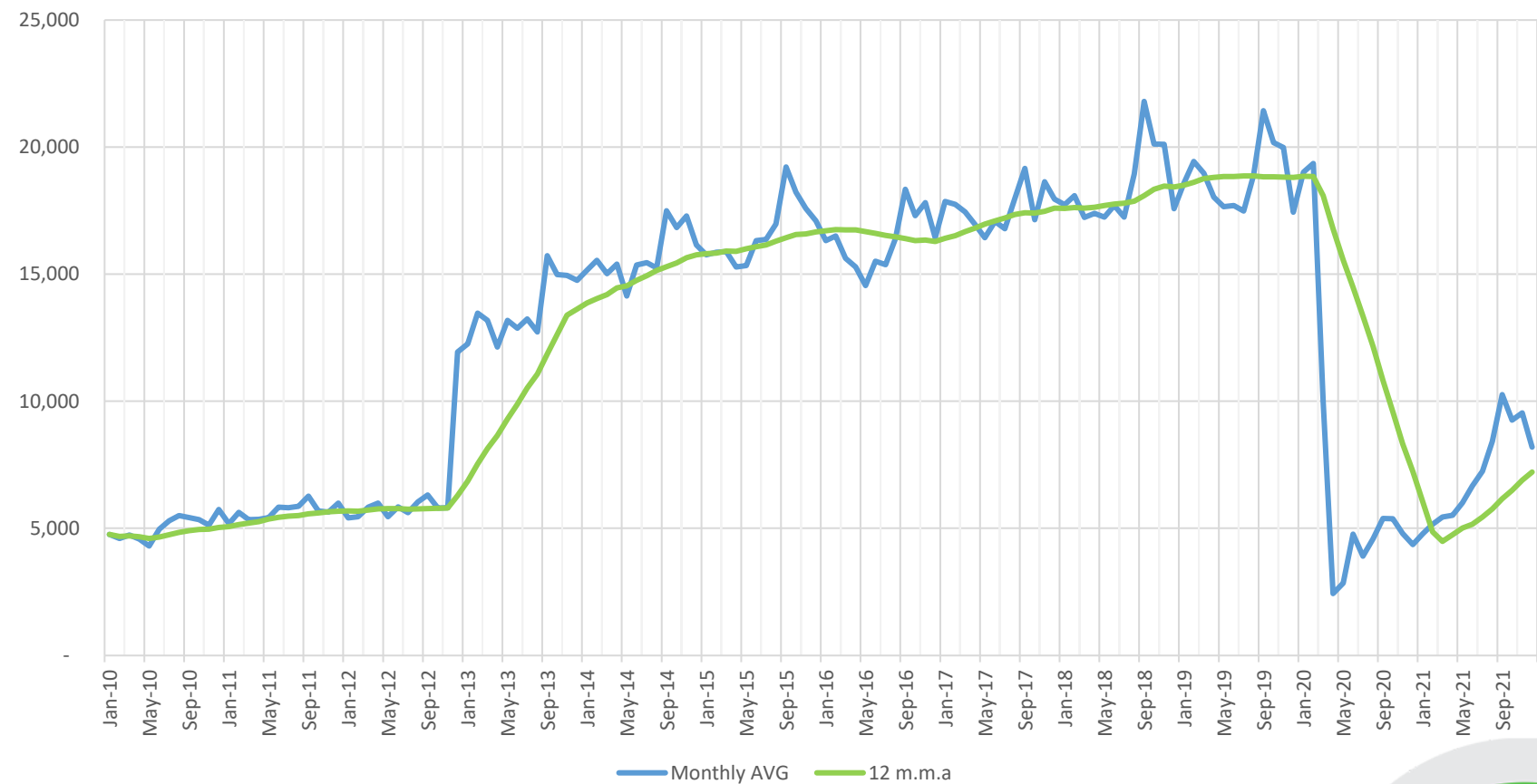
# Ridership Report

TRAX Average Weekday Ridership from 2010 to 2021



# Ridership Report

FrontRunner Average Weekday Ridership from 2010 to 2021



# Ridership Report

Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Bus System	12,142,866	12,310,065	1.38
Paratransit	185,024	254,524	37.56
Route Deviations	226,488	305,940	35.08
Mobility Management	2,088	2,379	13.94
Light Rail	7,975,159	8,119,529	1.81
Streetcar (S-Line)	272,206	284,334	4.46
Commuter Rail	2,024,523	2,062,333	1.87
Vanpool	702,087	577,272	-17.78
UTA On Demand (VIA)	NA	44,626	NA
<b>UTA System</b>	<b>23,530,441</b>	<b>23,961,002</b>	<b>1.83</b>

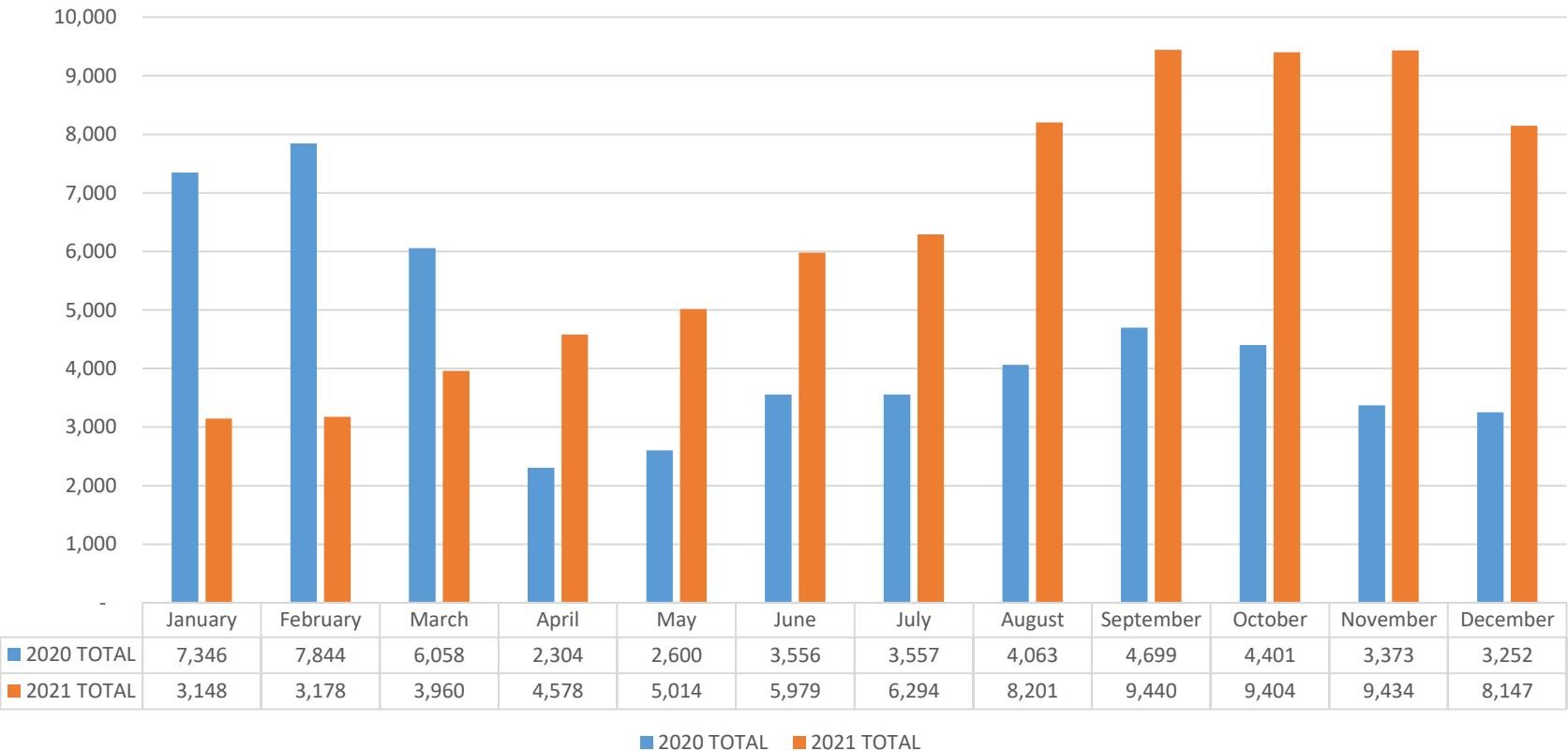
\* MicroTransit became an official transit mode in Aug 2021.





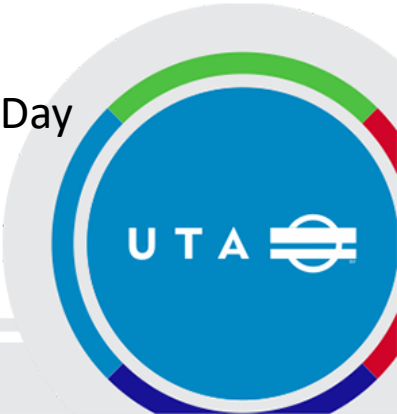
# Ridership Report

UTA on Demand(Via) Microtransit Monthly Comparison



Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Microtransit	53,053	76,777	45%

- MicroTransit replaced several Flex Routes starting August Change Day



# Ridership Report

Fixed Route Bus Ridership

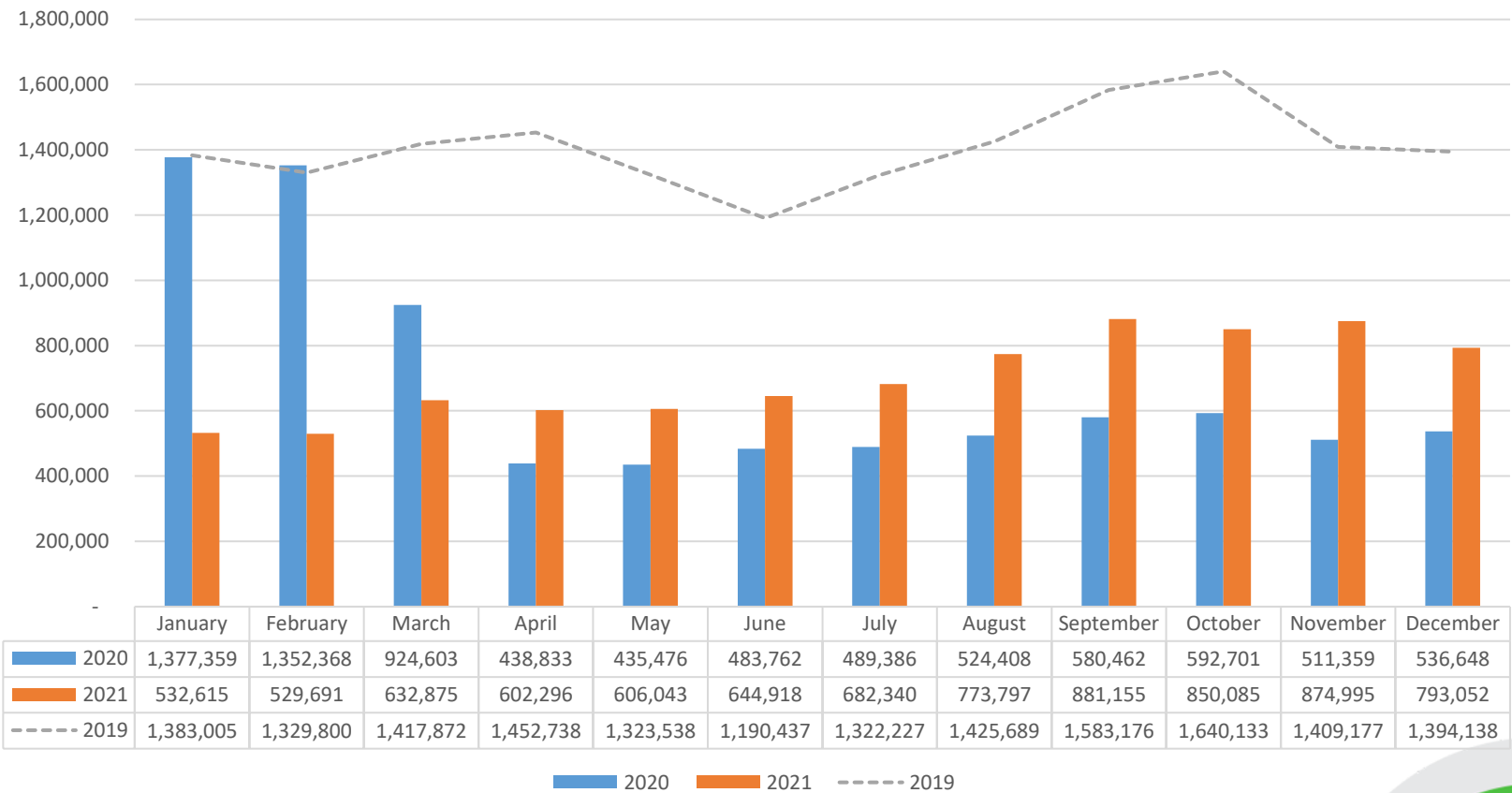


Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Bus	12,142,866	12,310,065	1.3%



# Ridership Report

Light Rail Ridership (includes Street Car)

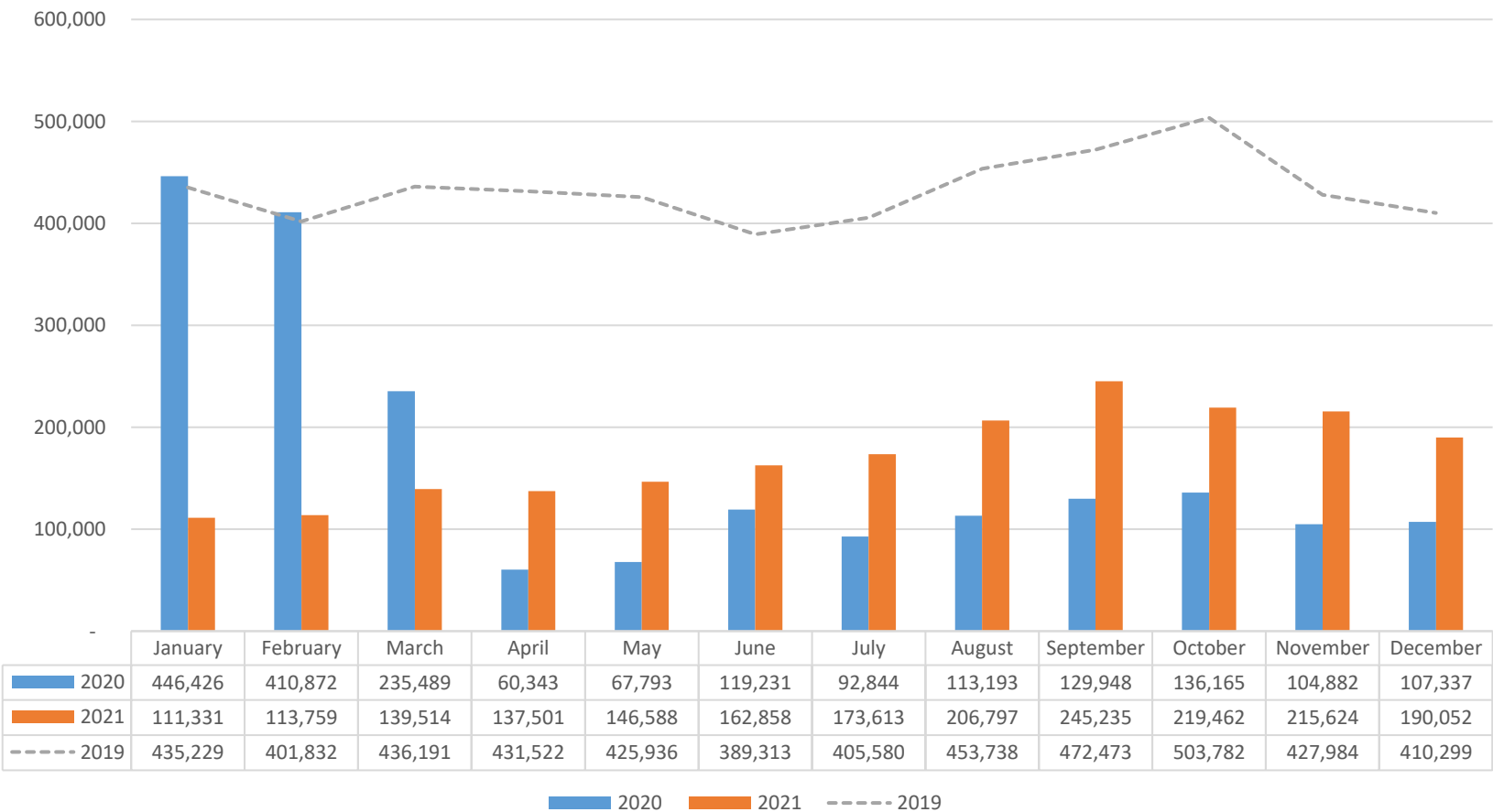


Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Light Rail	8,247,365	8,403,863	1.90%



# Ridership Report

Commuter Rail Ridership



Mode	Jan - Dec 2020	Jan - Dec 2021	% Change
Commuter Rail	2,024,523	2,062,333	1.87%



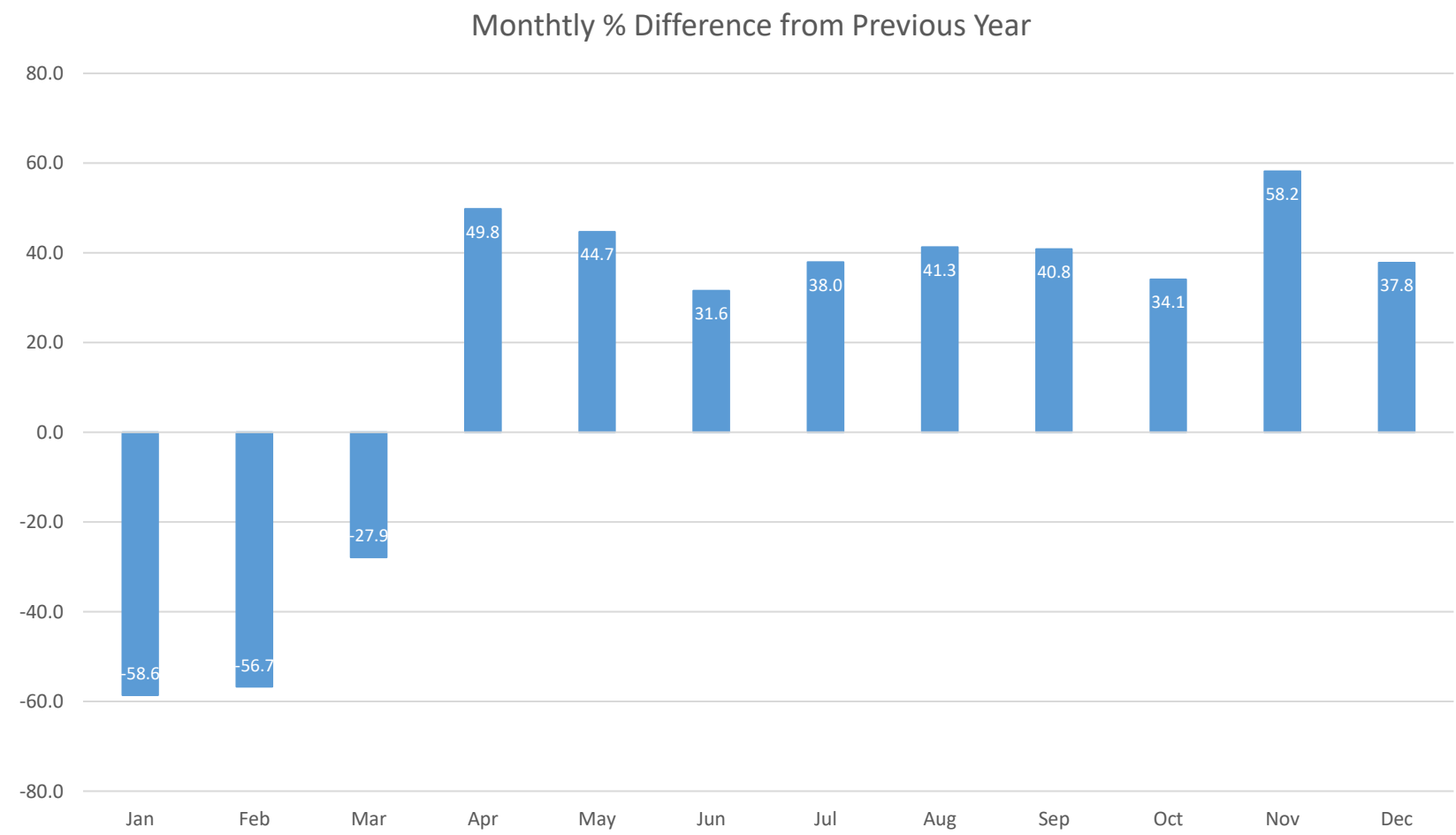
# Free Fare Days, Tuesday 12/21 and Wednesday 12/22

- FrontRunner has seen the highest ridership impact (14%) compared to other modes followed by paratransit (8%). Both of these modes have higher fares and are perceived to have higher values from customers' perspectives.
- Trax and Fixed Route Bus has seen a decrease due to other unknown factors in the current transit marketplace.

	(A) Free Fare Days Average Daily Ridership	(B) Base Base (Avg of 3 previous weekdays)	(C) % Free Fare Ridership Impact (no holiday pattern adjustment)	(D) Holiday Ridership Pattern Adjustment (Previous Year Holiday % drop compare to previous 3 weekdays)	(E) = (C) - (D) Net Free Fare Ridership Impact Estimate with Holiday Ridership Pattern Incorporated
FrontRunner	8,392	8,015	4.69%	-9.58%	14.2%
Fixed Route Bus	39,845	41,909	-4.92%	-2.98%	-1.9%
Trax	27,457	28,677	-4.26%	-0.61%	-3.6%
Paratransit	1,094	1,116	-2.02%	-10.2%	+8.2%



# Ridership Report



# Questions?



# Resolutions





**R2022-01-05**

**Resolution Establishing Parameters in  
which the Executive Director can Declare  
“Free Fare February” in Commemoration  
of the Twentieth Anniversary of the 2002  
Winter Olympic Games**



# Resolution R2022-01-05

- UTA contracts with partners to subsidize rider fares through the Free Fare for Clean Air Program
- The City of Salt Lake requested to subsidize rider fares for the month of February in commemoration of the 20<sup>th</sup> anniversary of the 2002 Olympic Winter Games, to support clean air initiatives, and gather valuable data on the impact of free fares
- R2022-01-05 will authorize the Executive Director to declare "Free Fare February"



# Resolution R2022-01-05

Foregone fare revenue is estimated to be \$2.2 million

- Comprised of partner contracts and public fares
- Multiple sponsors have agreed to provide financial support in the range of \$1.2 to \$1.5 million dollars as a result of efforts to date
- Total risk to UTA could be up-to \$500,000 in foregone fare revenue from partner contracts if no additional support is secured
- UTA and Salt Lake City are collaborating to eliminate the potential funding gap with regional partners and partner contract sponsors



# Thanks to our Partners



# Questions?



# **Recommended Action (by roll call)**

Motion to approve Resolution R2022-01-05 Establishing Parameters in which the Executive Director can Declare “Free Fare February” in Commemoration of the Twentieth Anniversary of the 2002 Winter Olympic Games



# **Contracts, Disbursements, and Grants**



# **Contract: Requisition-to-Purchase- Order Automation Software (Fairmarkit, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve a contract with Fairmarkit Inc. for Requisition to Purchase Order Automation Software, as presented





# **Contract: FrontRunner Forward Shepard Lane Design Betterment (UDOT)**

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## **Recommended Action (by acclamation)**

Motion to approve a contract with UDOT for FrontRunner Forward Shepard Lane Design Betterment,  
as presented



# **Change Order: FrontRunner Forward Environmental Services Task Order No. 1(HDR Engineering, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve a change order with HDR Engineering, Inc. for FrontRunner Forward Environmental Services Task Order No.1, as presented



# **Change order: FrontRunner Forward Environmental Services Task Order No. 1(Parametrix Consult, Inc.)**

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## **Recommended Action (by acclamation)**

Motion to approve a change order with Parametrix Consult, Inc. for FrontRunner Forward Environmental Services Task Order No.1, as presented



# Discussion Items



# **Constituent and Customer Service 2021 Annual Report**



# Customer Service Mission





# Introduction

- Customer Information
- Feedback Resolution
- Fare Media Sales
- Lost Item Recovery
- Fine Adjudication
- Customer Communication and Service Alerts
- Support for Community Outreach



# Hours of Operation

## Customer Service Centers

*Ogden- Salt Lake- Provo*

- 7:00 am to 6:00 pm
- Monday through Friday

## Call Centers

- 6:00 am to 9:00 pm
- Monday through Saturday
- 8:30 am to 5:00 pm
- Sunday

## Social Media Team

- 5:00 am to 9:00 pm
- Monday through Saturday
- 8:00 am to 6:00 pm
- Sunday





# Key Performance Indicators

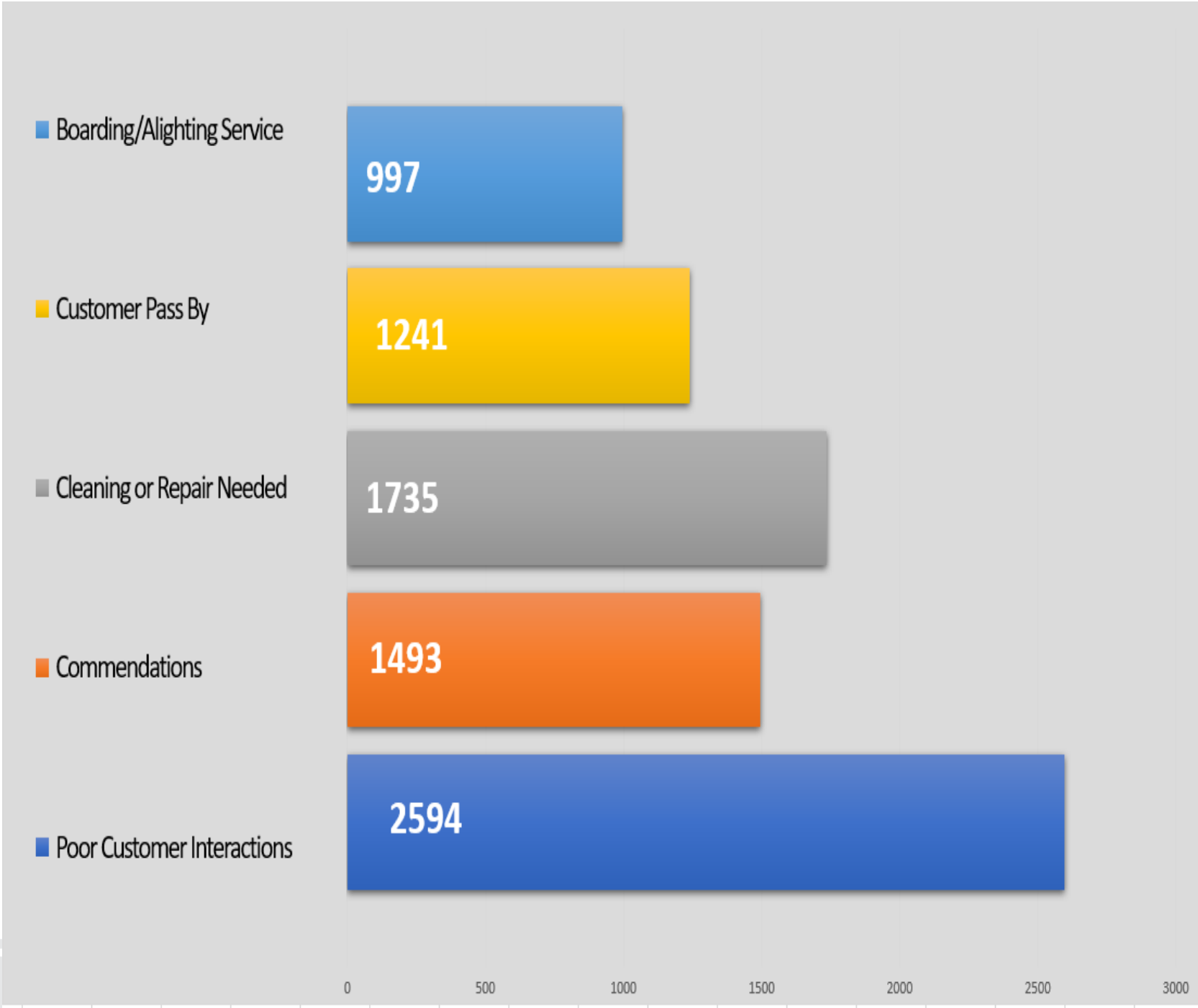
Call KPIs	Totals	Percent of Change	Abandon Acceptable	Abandon Actuals	Queue Time	Handle Time
Information	161,730	-8%	6% or less	9%	39 seconds	136 seconds
Feedback	21,088	-1%	10% or less	12%	66 seconds	437 seconds
Lost and Found	13,266	15%	8% or less	14%	114 seconds	182 seconds
UTA Operator	5,227	31%	13% or less	16%	26 seconds	74 seconds
Fine Adjudication	439	-46%	19% or less	19%	101 seconds	177 seconds



# Constituent Services

- Top 5 Comments

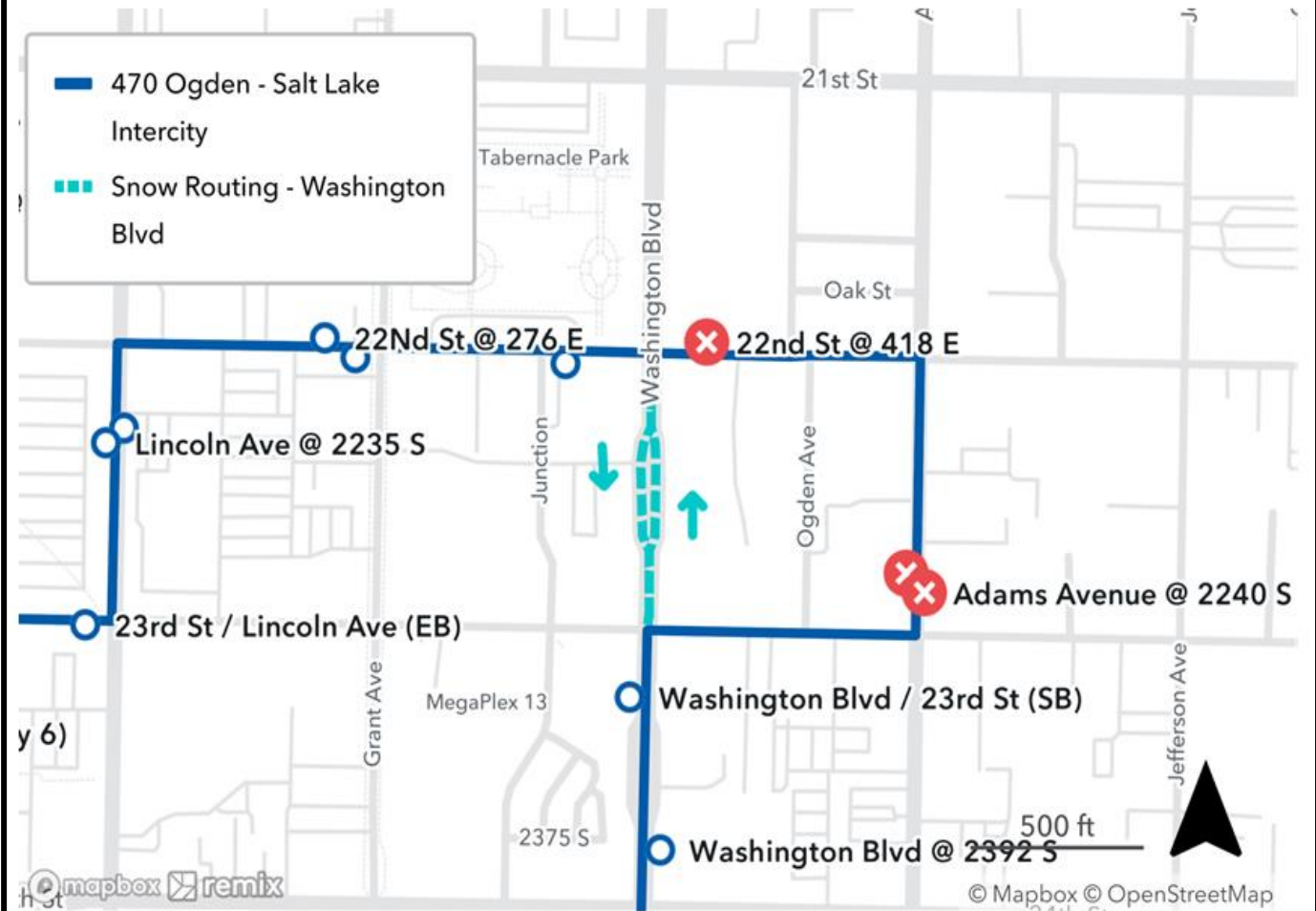
UTAH TRANSIT AUTHORITY



# Service Alerts

Twitter  
Transit app  
Gov Delivery

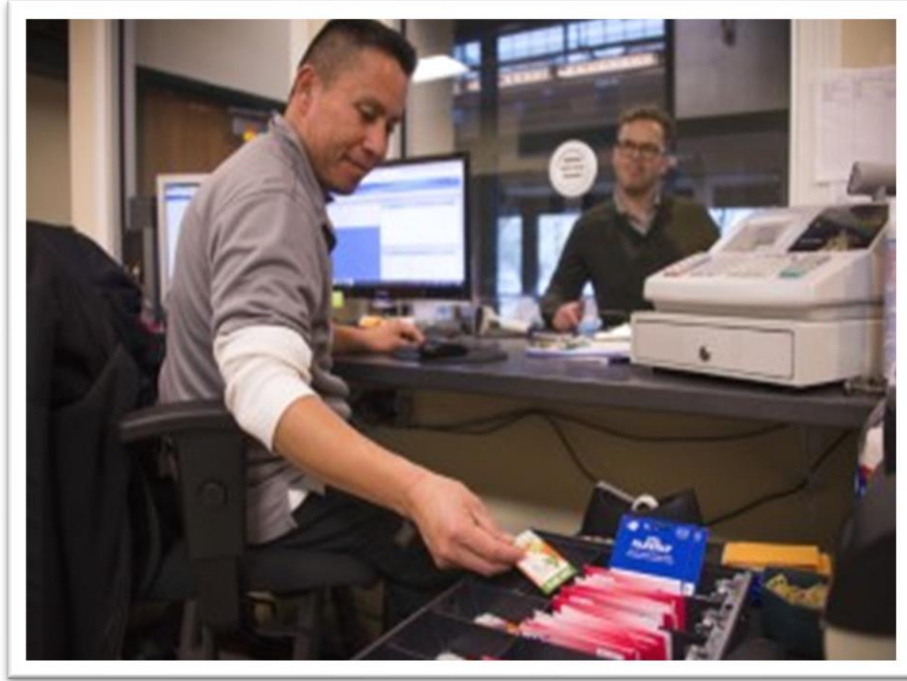
Due to the weather, Route 470 will remain on Washington Blvd between 23rd St and 22nd St in both directions. The stops on Adams Ave and the stops at 418 E 22nd St will not be serviced. The end time is currently unknown.



For more information call 801-743-3882, or download the Transit app at [www.transitapp.com/download](http://www.transitapp.com/download) to track your bus.

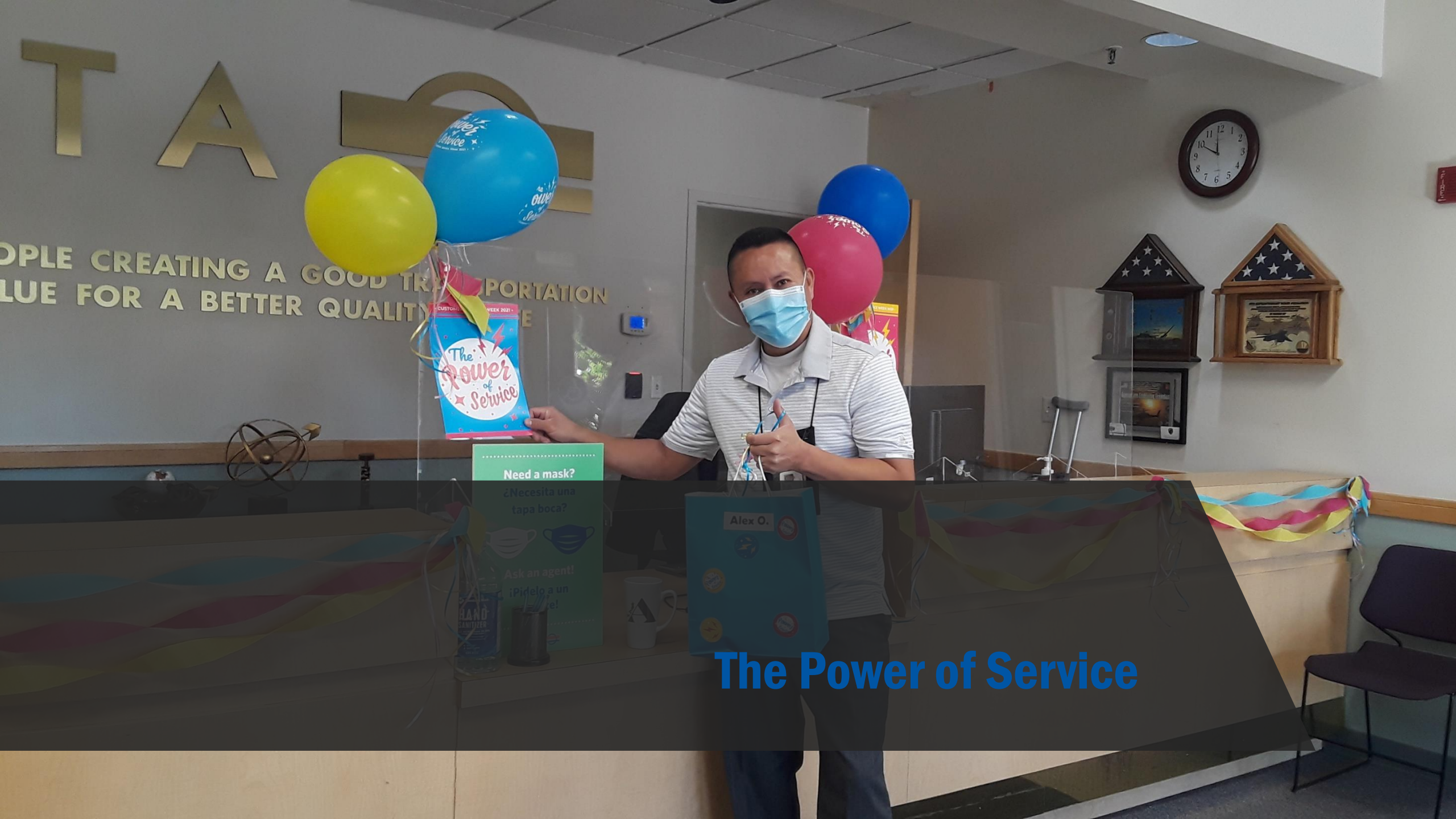
You have received this message because you are subscribed to UTA Service Alerts for 470 - Ogden-Salt Lake Intercity.

# Item Recovery



- Items Found – 12,377
- Held for 30/90 Days
- 20% Return Rate





TAR  
PEOPLE CREATING A GOOD TRANSPORTATION  
VALUE FOR A BETTER QUALITY

Need a mask?  
¿Necesita una  
tapa boca?



Ask an agent!  
¡Pídelo a un  
agente!

The Power of Service



# Other Business

- a. Next Meeting: Wednesday, February 9<sup>th</sup>, 2022 at 9:00 a.m.



# Closed Session

- a. Strategy to Discuss the Sale, Purchase, Exchange, or Lease of Real Property, Including Any Form of a Water Right or Water Shares
- b. Strategy Session to Discuss Collective Bargaining



# **Recommended Action (by acclamation)**

Motion for a closed session to discuss the Sale, Purchase, Exchange, or Lease of Real  
Property, Including Any Form of a Water Right or Water Shares

And

Collective Bargaining





# Closed Session



# Open Session



# Adjourn

